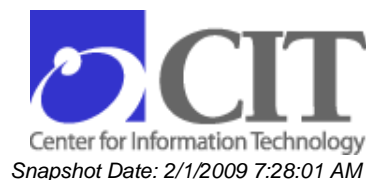


Customer Service Report for HSB

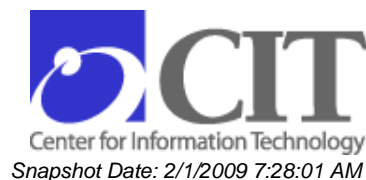
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Edit Account	0	2	0	0	0	0	0	0	0	2	4
General Info	1	0	0	0	0	0	0	0	1	0	1
Password Self Service	1	0	0	0	0	0	0	0	1	0	5
Register/Open	1	0	0	0	0	0	0	0	1	0	5
Application Support											
General Info	1	0	0	0	0	0	0	0	1	0	6
Sharepoint-General Information	3	0	0	0	0	0	0	0	3	0	6
Sharepoint-Install/Uninstall	1	0	0	0	0	0	0	0	1	0	12
Sharepoint-Troubleshoot	2	0	0	0	0	0	0	0	2	0	16
Specialized Application	1	0	0	0	0	1	0	0	0	0	0
Web Apps-Request	0	1	0	0	0	1	0	0	0	0	0
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	0
Oracle	0	0	0	31	0	2	0	0	29	0	0
Other	0	0	0	89	0	13	0	0	76	0	0
SQL	1	1	0	5	0	6	0	0	1	0	0
Unix	0	0	0	223	0	38	0	0	185	0	0
Windows	0	1	0	49	0	21	0	1	28	0	0
Back Office Support											
Active Directory	0	10	0	0	0	0	0	1	0	9	5
Backup/Restore	1	0	0	0	0	0	0	0	1	0	3
File Hosting	1	0	0	0	0	1	0	0	0	0	0
Permissions/Shares	7	1	0	2	0	0	0	0	10	0	11
Troubleshoot	1	0	0	0	0	0	0	0	1	0	9
Web Hosting	1	0	0	1	0	0	0	0	2	0	1

Customer Service Report for HSB

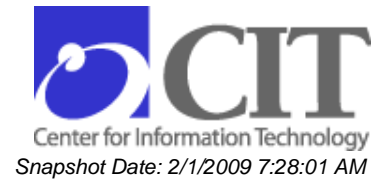
For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
CIT Categories											
Web Dev/Enhancement	2	0	0	0	0	0	0	0	2	0	3
Web Dev/New Proj	0	0	0	1	0	1	0	0	0	0	0
CIT Categories-General Information											
General Info	1	0	0	0	0	0	0	0	1	0	7
Connectivity											
General Info	0	1	0	0	0	0	0	0	0	1	0
Proxy Server	1	0	0	0	0	0	0	0	1	0	18
TCP/IP	0	2	0	0	0	0	0	0	0	2	0
Email											
General Info	1	0	0	0	0	0	0	0	1	0	7
MS Outlook	0	0	0	1	0	0	0	0	1	0	4
EOS											
User Applications	0	1	0	0	0	1	0	0	0	0	0
eRA-Software BA											
Query View Reports	0	0	0	1	0	0	0	0	1	0	0
General Information											
Inquiry	2	0	0	0	0	1	0	0	1	0	1
Hardware											
Printers/Config/Setup	1	0	0	1	0	0	0	0	2	0	8
Printers/Troubleshoot	2	0	0	0	0	0	0	0	2	0	7
Local LAN											
LocalLAN/Connectivity	1	0	0	0	0	0	0	0	1	0	1
NIH Services											
Other	2	0	0	0	0	1	0	0	1	0	2
NIHnet											
Network Sec-Firewall	0	2	0	0	0	0	2	0	0	0	0

Customer Service Report for HSB

For the period: Thursday, January 01, 2009 12:00:00 AM to Saturday, January 31, 2009 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Server Support-DNS	0	3	0	0	0	0	0	0	1	2	0
Service Prov-Bldg 12 Data Center	0	1	0	0	0	0	0	0	0	1	0
Unix Support											
Unix Support	1	0	0	0	0	0	0	0	1	0	6
Web Site Issue (non-CIT)											
Other	2	0	0	0	0	0	0	0	2	0	8
Grand Total:	39	26	0	405	0	87	2	2	362	17	1

Total Tickets Closed:	381
Total Tickets Assigned/Pending/Checked Out:	89
Total Tickets Created:	470